

MEMORANDUM

TO: Chairman Eddie Roberson
Director Pat Miller
Director Ron Jones
Director Sara Kyle

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: July 9, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JUNE¹

Regulated utility complaints received and investigated in June:	67
Non-regulated complaints received and investigated in June:	11
Number of follow-up investigations made in June:	469
Year-to-date regulated utility complaint total:	393
Number of Telemarketing complaints investigated in June:	36
Year-to-date Telemarketing complaints:	322
Year-to-date total of Tennesseans signed up for Do Not Call Register:	3,065,269
Number of active telemarketing solicitors:	517
Number of Do Not Call Renewal Applications Approved:	124
Number of Do Not Fax complaints investigated in June:	82
Year-to-date total of Do Not Fax complaints:	331
Year-to-date total TDAP devices ordered:	692
Number of calls to Verizon Relay Center: Intrastate: 23,145 Interstate: 2,779	25,924
Number of calls to Cap Tel Center: Intrastate: 9,326 Interstate: 1,919	11,245
Number of Lifeline Applications Approved:	81
Number of Link-up Applications Approved:	41
Total number of calls answered in the queue:	1,197
Outgoing calls to consumers generated by the queue:	544

(Reflects number of complaints received in June 2007 for Utility 1 & Utility 2)

¹ Data in this report may change as information is updated.

Telephone Companies

1. BellSouth	46
2. Embarq	2
3. Frontier/Citizens	2
4. Millington	1
5. TDS	1

CS

1. Charter Fiberlink	5
2. XO	1

Long Distance**Wastewater**

1. AT&T Business	2
2. AT&T Residential	1

Billing Agents

1. ILD Telecommunications	1
2. OAN	1
3. USBI	1
4. ZPDI	1

Gas, Water & Electric

1. Atlanta Gas	1
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Resellers

1. Access Integrated Networks	1
2. Covista	1
3. Excel	1
4. Qwest	2

Regulat**ed Complaints for NR Companies****CLE**

1. Empire Marketing	1
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VOIP

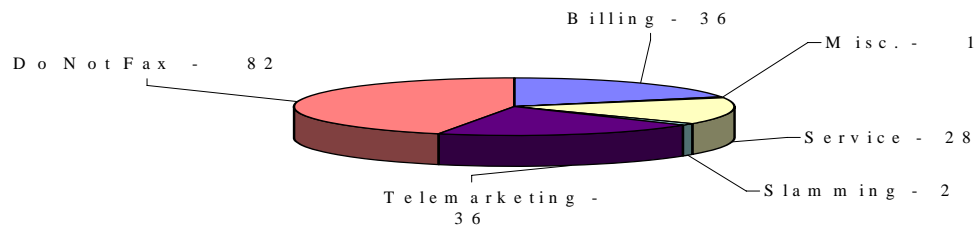
1. Comcast Phone of Tennessee	1
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1. Lynwood	3
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Non-Regulated Complaints

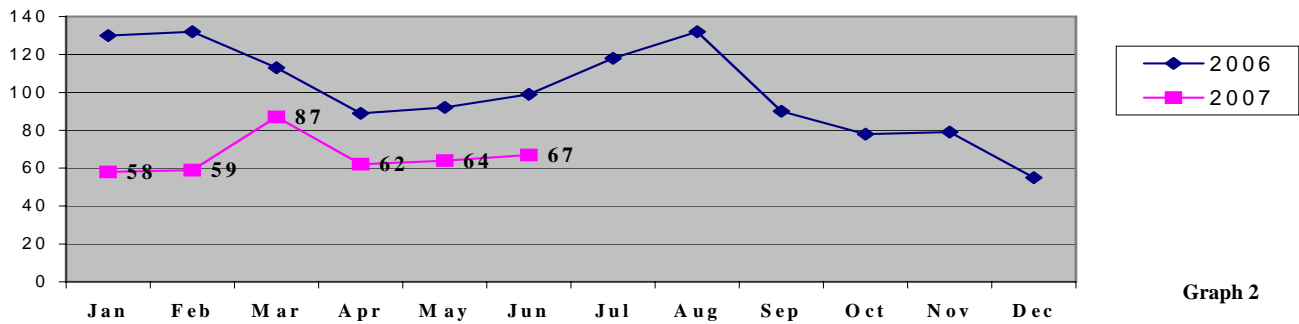
1. AT&T Business	1
2. AT&T Residential	1
3. BellSouth	3
4. Embarq	2
5. ILD Telecommunications	1
6. ITC	1
7. MCI	1
8. TDS	1
9. United Telephone	1
10. ZPDI	2

Regulated Complaint Totals for June:



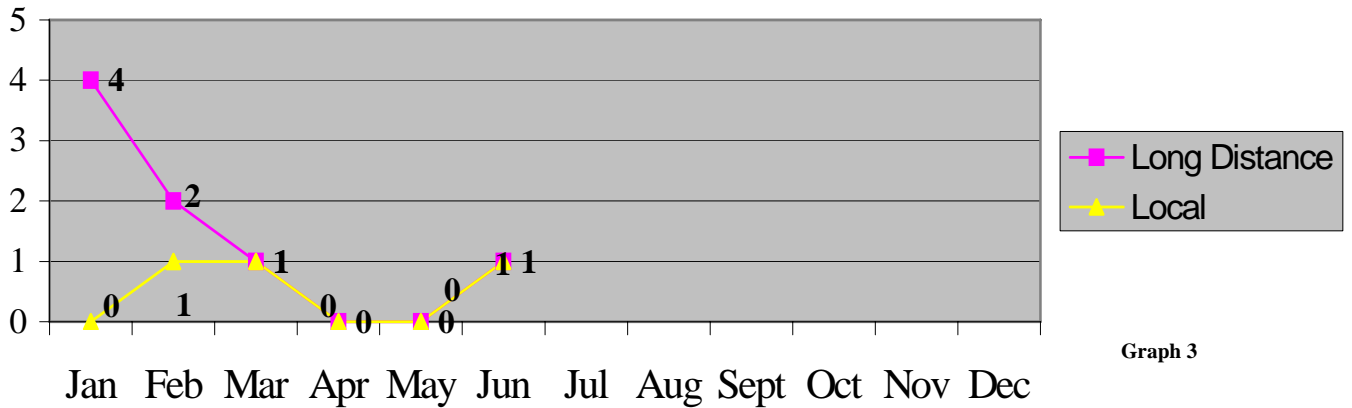
Graph 1

Regulated Utility Complaints:



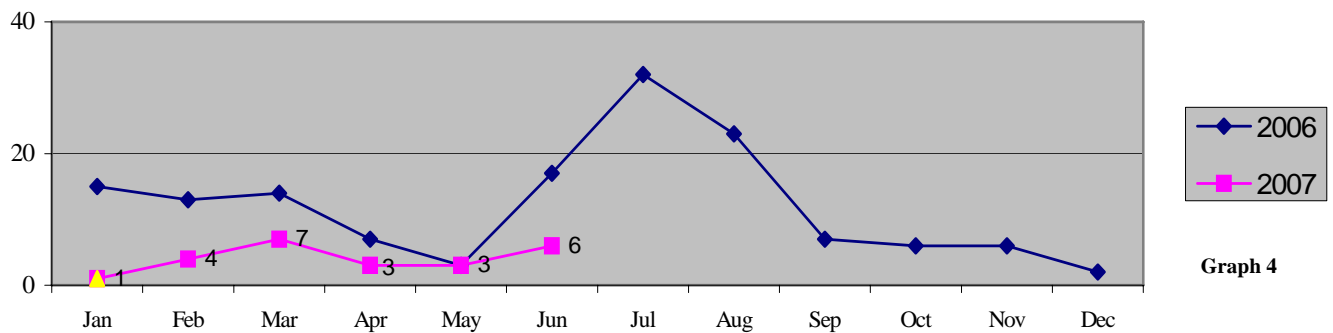
Graph 2

Slamming Totals:



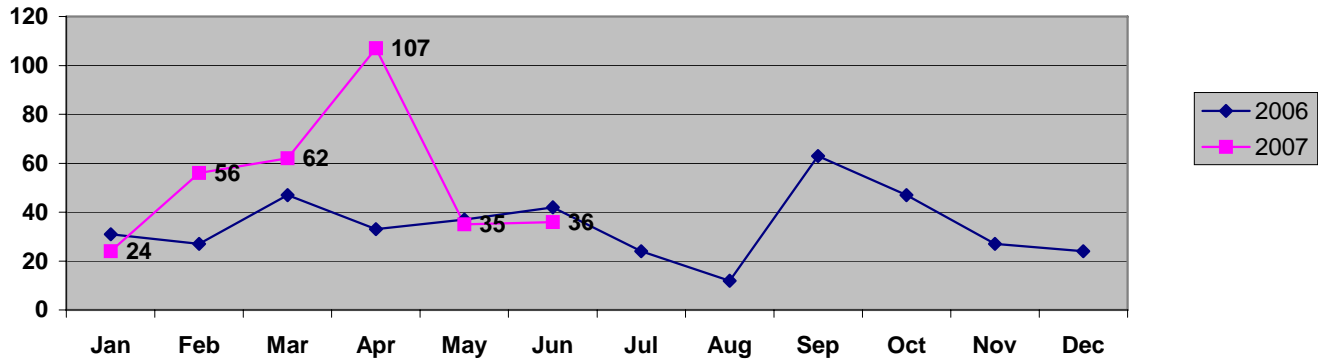
Graph 3

County Wide Calling Complaints:



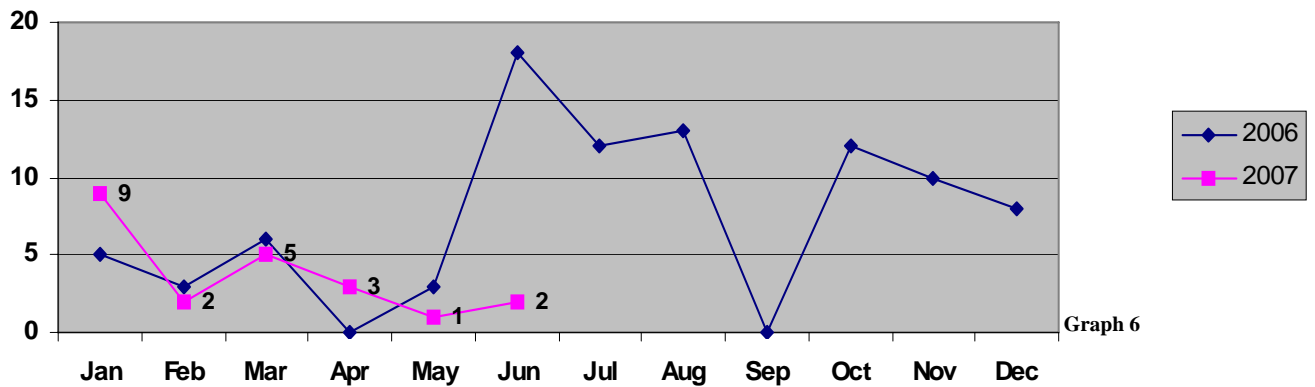
Graph 4

Telemarketing Complaints: (Most Complaints: Sprint Nextel)



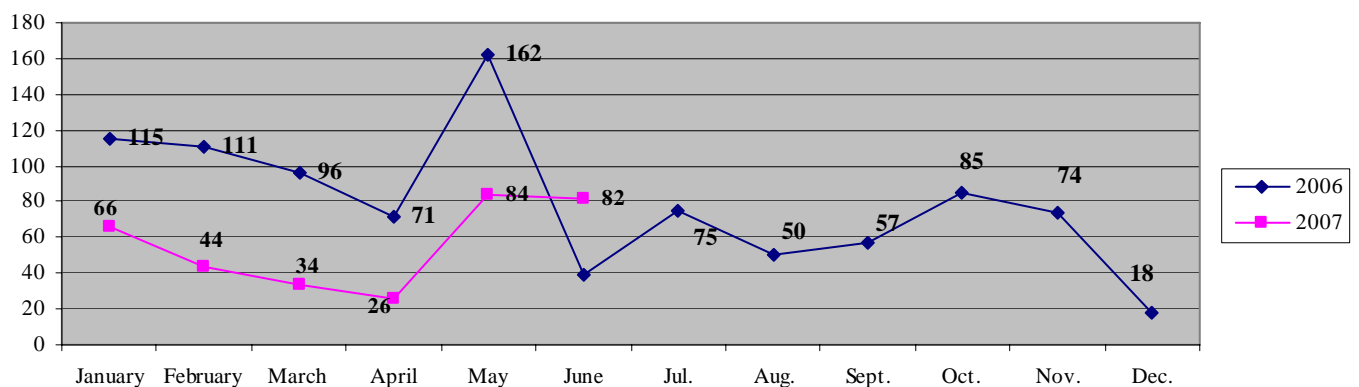
Graph 5

Telemarketing Solicitor New Applications Approved:



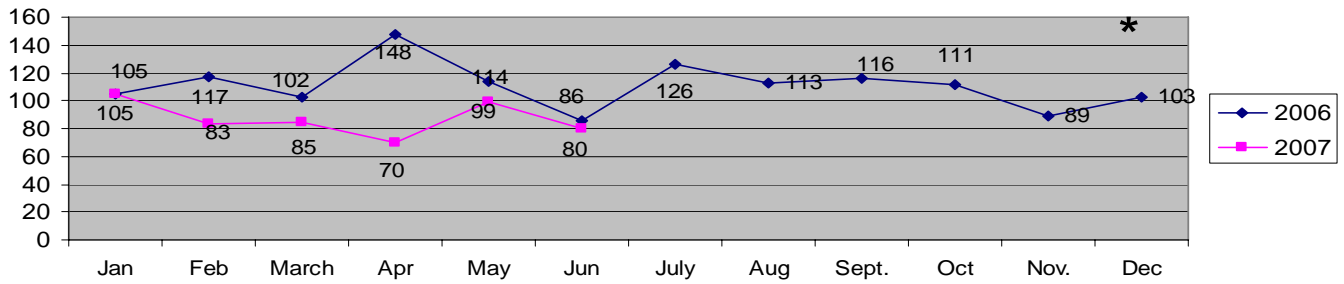
Graph 6

Do Not Fax Complaints:



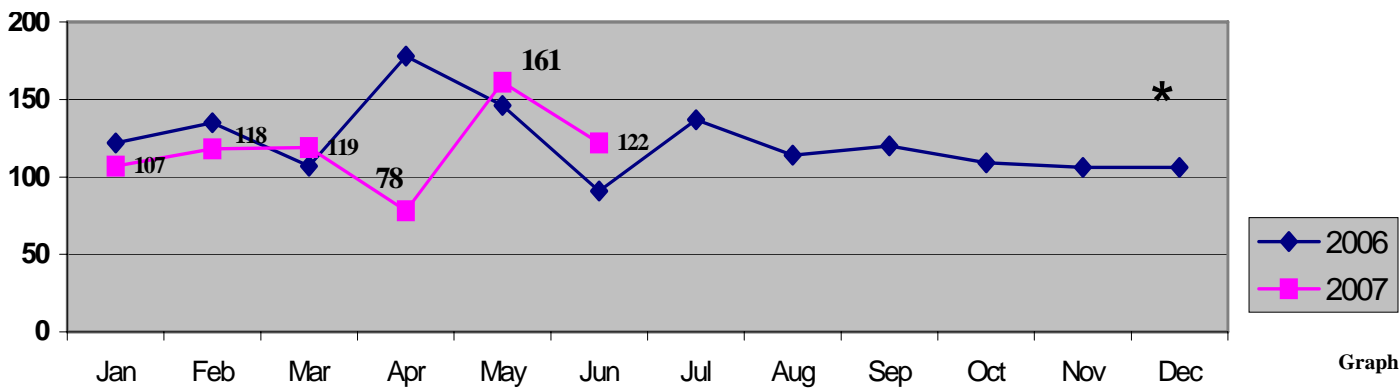
Graph 7

TDAP Applications Approved:



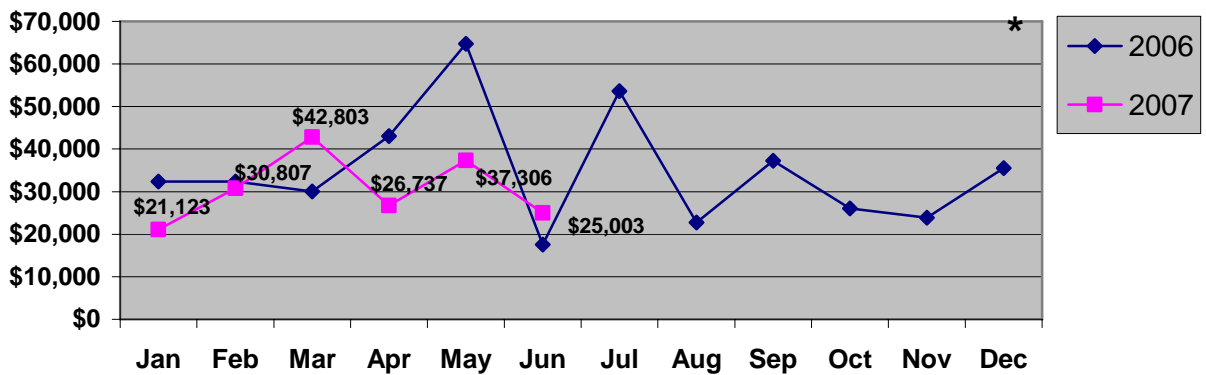
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

*CapTel equipment was initially ordered in June 2005